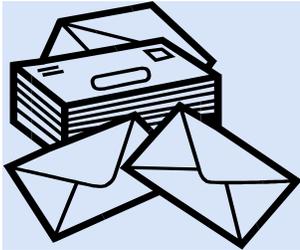


Partner Talk

Volume 1, Issue 1



A new look to our newsletter

As part of APU's ongoing efforts to provide consistent information to all users of electronic title and registration processing systems, we have consolidated our system-specific newsletters into a single publication: "Partner Talk."

The focus of this newsletter will be to provide useful and timely information to assist all of our partners in providing quality titling, registration and renewal services. System-specific processing information may still be obtained from our approved vendors by calling their specific help desks. We hope you find the new format useful and encourage your feedback and suggestions.



Remember

When you complete a title transaction you have created a new record for that vehicle. Holding the paperwork for any reason does not prevent the new title from being printed and mailed to your customer.

Mailing procedure

- Always use a yellow mailing label after clearly entering the new title number of the final processed application.
- Remove all staples and paper clips from the documents.
- Place the documents face-down in order by title number.

Take care when printing letters and numbers such as **S** and **5**, **U** and **V**, **G** and **6**, and **B** and **8** because they can be difficult to decipher.

- Only use yellow mailing labels for completed application bundles, including the bundle report and any plates being returned.

Start with the application (MV1/11/12/ receipt) form, followed by the MCO or title. Remove and destroy any certificates of registration still attached to WI titles. End with any required supporting documents. Once you have the full day's work all together, place the bundle report on top, and mail the entire bundle.

FALL 2008

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Mailing completed work

Paperwork for all completed title transactions must be submitted the first business day following the completion of processing.

Timely submission of paperwork is required by third party program standards. Proper assembly of bundled work assists our department in efficiently and correctly scanning the documents for retention and helps maintain the integrity of DMV records.

If you have incomplete applications or other items to be mailed to the department due to questions or problems, the applications should be mailed to the appropriate address to ensure fastest possible service. If you are unsure where your items are to be mailed, please contact the Agent Partnership Unit.

Processing required within seven business days

Wisconsin dealers are required to process or submit title applications to the department within seven business days of delivery. Program standards require DMV agents to process title applications or submit paperwork and fees within seven business days of finalizing a transaction. This date is the date of delivery for dealer sales, the date the loan is closed for lenders, and the date the customer appears at the agent's place of business for walk-in customers.

Registration renewal transactions must be completed when the customer appears at the agent's place of business. Bundles of completed applications and paperwork must be submitted to DMV the business day following completion.

Completing an application for manual processing

When filling out the Wisconsin Title & License Plate Application, be sure to complete the form in full. Applications missing required information may be delayed in processing, omissions may also result in errors.

Take special care to obtain all signatures, accurate customer identifiers (SSN or WI driver license number), and complete date of birth. Applications for non-individual customers require the Federal Employee Identification Number (FEIN). Incomplete customer identification can easily result in the selection of the wrong customer.

If an application cannot be processed electronically, a completed paper application must be submitted.

Transferring vs. issuing new plates

When a customer requests to transfer a valid plate, it is the agent's responsibility to comply with that request. If problems are encountered when transferring the requested plate, contact the vendor help desk or APU for assistance. Refusing to transfer a valid plate and requiring the customer to purchase unnecessary new plates is not an acceptable solution to transfer-related issues.



What is a terminal ID number?

A terminal ID number is a unique number assigned to a dealership or agency when initially signed up for electronic processing. A terminal ID number is characters 6 through 10 of the title or renewal number, and starts with a letter specific to the system used to process transactions.

Terminal IDs for third party processors start with A (e-MV Agent), C (CVR), D (e-MV11), N (NFC) or T (triVIN). When a call is made to DMV for support, the terminal ID allows APU to tailor answers specifically to the system being used and also enables APU to readily access the agent's record. A terminal ID is also required for license plate orders and annual plate inventories.



Courtesy deliveries

A courtesy delivery occurs when a Wisconsin dealer completes the paperwork for and makes delivery of a new vehicle sold by a manufacturer or out of state dealer. Courtesy deliveries usually, but not always, result when an out of state lessor purchases a vehicle and leases it to a Wisconsin company or resident. The lessee or purchaser takes delivery of the vehicle from a Wisconsin dealer. The new vehicle must have a "Wisconsin connection," meaning it must be owned by or leased to a Wisconsin resident or customarily kept in Wisconsin.

At this time, only CVR and triVIN processing programs have the capability to process courtesy deliveries. Because the delivering dealer does not take an ownership interest in the vehicle, these transactions are unique and should not be processed like a regular dealer sale. Please call your vendor help desk for assistance in processing these transactions because each vendor system may have specific steps to assist you for their own system.

Issuing temporary plates to out of state residents

An out of state customer who has purchased a vehicle in Wisconsin, either through a dealer or private sale, is entitled to one temporary plate, valid for 30 days. This registration is intended to allow the customer ample time to transport the vehicle to their home state and obtain proper registration. The 30-day period cannot be extended.

Complete an MV1 form, listing customer name and address, vehicle information and number of the temporary plate issued. Include the \$3 temporary plate fee, but do not collect title or other registration fees.

Mail the application to: Wisconsin Department of Transportation, PO Box 7949 Madison, WI 53707-7949

End of the line for Sesquicentennial plates

Effective August 1, 2008, WisDOT ceased to issue replacement or duplicate Sesquicentennial license plates. These plates have not been available for original issue since 1998. The supply of limited edition Sesquicentennial plate material, stored for replacement requests, has been exhausted. Customers may continue to transfer or renew their valid Sesquicentennial plates. However, if the plates require replacement for any reason, they will be replaced with current standard design plates.



Filling out “Mail to DOT” forms

A properly completed “Mail to DOT” form should be included when a Wisconsin dealer submits an application to DMV for manual processing. If a dealer selects one of the seven pre-defined reasons, a case number is usually not needed. If “Other” is selected, provide a brief explanation of the problem and a case number assigned by the vendor help desk or APU. A case number appearing without an adequate explanation may result in the \$15 processing fee and \$50 surcharge. In addition to the “Mail to DOT” form, include screen prints of error messages or additional information that may assist in the resolution of the issue. Delete any transactions that were started in the CVR or trIVIN systems prior to mailing the applications for manual processing.

DPPA: Driver Privacy Protection Act

The Driver Privacy Protection Act prevents DMV from releasing any customer's Social Security number, driver license number, or Federal Employer's Identification number. Contact the customer for the correct information if unable to complete an application with the identifier provided by the customer. DMV is unable to provide or correct the number.

If the customer does not exist in WI DMV records, the customer record will need to be created. The steps required to create a customer may vary according to the processing system being used. Contact your system vendor or the Agent Partnership Unit if you require assistance.



Customer name reminder!



- Search by the customer's driver license number or Social Security number, and use the name on DMV's record.
- If the customer is not found by driver license or Social Security number, search by the full legal name of the customer.

New Clark County sales tax

Effective January 1, 2009, Clark County will collect a one-half percent (0.5%) county sales and use tax on vehicles customarily kept in Clark County, to include vehicles purchased on or after January 1, 2009.

For a full listing of Wisconsin county sales and use tax rates, visit the Department of Revenue Web site at:

www.revenue.wi.gov/ise/sales

City of Milwaukee wheel tax

The city of Milwaukee has passed a \$20 wheel tax. Beginning December 1, 2008, vehicles kept in the city of Milwaukee will be subject to a \$20 wheel tax at the time a vehicle is first registered and at the time of registration renewal.

Wheel tax applies to automobiles and motor trucks registered at a gross weight of not more than 8,000 pounds.

Web sites you should know

DMV support Web site

www.dot.wisconsin.gov/drivers/vehicles/plates/index.htm

- Information on everything to do with plates
 - Applying for title and registration
 - Registration fees for vehicles
 - Personalized and special plates

DMV forms Web site

www.dot.wisconsin.gov/drivers/vehicles/veh-forms.htm

- Forms that you may print out and use include:
 - MV2300—Statement of Transfer of Vehicles to a Surviving Spouse or Surviving Heir
 - MV2498—Personalized plate form
 - MV2790—Trustee Statement for Certificate of Title

Agent Partnership Processing System (APPS) info

www.dot.wisconsin.gov/business/dealers/index.htm

- APPS agent information—loaded with tips and tools such as:
 - Secured party number request form
 - APPS program standards
 - Mailing label request forms

Formatting trust names

A recent change in department policy allows dates to be included in the format of trust names. Use the date of the trust in a trust name when it is shown on the MV2790 (Trustee Statement for Certificate of Title) form.

Sample formatting for date in a trust name—

Legal name: Margaret Keenan-Jones Revocable Trust Dated: May 1, 1962

Format as: Margaret Keenan-Jones Revocable Trust DTD 05011962

Additional sample formatting for trust names—

Legal name: Martha Smith and Michael Smith Trust

Format as: Martha and Michael Smith Trust

If the trust name is longer than the processing field, the following abbreviations may be used:

* Burial fund—BRF

* Family trust—FMT

* Trust—TST

* Dated—DTD

* Funeral trust—FRT

* Estate—EST

* Living trust—LVT

* Under agreement dated—UAD

***Tip:** Drop “The” from the beginning of all trust names*



Contacting the Agent Partnership Unit

For questions related to the completion of electronic title and registration applications, contact APU at (608) 266-3566. Phones are answered between 7:30 a.m. and 4:30 p.m., Monday-Friday. Additional information about electronic processing, as well as back issues of APU publications can be found on the Web at: <http://www.dot.wisconsin.gov/business/dealers/emv11/index.htm>